

GRANTEE MONITORING

Grantee Name	Health Resources LifeCare Center
Location/Address	126 E. Lincoln Ave Fergus Falls MN 56537
Date and Location of Site Visit	126 E. Lincoln Ave Fergus Falls MN 56537 October 27, 2016
Grantee Participants	Amy Walkup, Director Trisha Grove, Grant Manager
MDH Participant(s)	Mary Ottman, MPH
Grant Agreement #/PO #	

PURPOSE:

In accordance with the MDH Policy 238.01 Grantee Monitoring, MDH will conduct at least one monitoring visit per grant period on all state grants of over \$50,000, and at least annual monitoring visits on grants of over \$250,000.

The purpose of the grant monitoring visit is to review and ensure progress against the grants' goals, to address any problems or issues before the end of the grant period and to build rapport between the state agency and the grantees. This visit may cover topics such as statutory compliance; challenges faced by the grantee, modifications made to the grant program, program outcomes, grantee policies and procedures, grantee governance, and training and technical assistance needs.

The findings or information obtained through this monitoring activity will be used:

- To ascertain how MDH program funds are being utilized
- To provide targeted technical assistance needs
- To improve program implementation performance
- To suggest other training needs
- In future funding decisions

OVERVIEW

1. Is the Grantee's non-profit 501(c) 3 status current?
YES

GRANTEE MONITORING

2. Does the Grantee have a central file containing the official records for this grant agreement and/or amendment? **YES**

3. Where is this central file located? **In the Office of the Grant Manager in a locked file cabinet. Also online in a Folder.**

4. Who is responsible for this central file? **The Grant Manager**

5. Does the central file include

- The grant proposal? **Yes**
- The award letter? **Yes**
- The signed grant agreement and any/all amendments? **Yes**
- Any/all requests and/or approvals for scope/budget changes? **Yes/NA**
- The work plan? **YES**
- Any/all payment requests (invoices)? **YES**
- Any/all signed subcontracts? **Not applicable (no subcontracts) NA**
- Any/all Progress Reports? **YES**

GRANTEE MONITORING

REPORTING REQUIREMENTS

1. Does the organization meet all reporting requirements as outlined in the grant agreement and/or amendment? **YES**
2. Are expenditure reports submitted timely and accurately? **YES**
3. Are progress reports submitted with all required information and in a timely manner? **YES**

CONTRACTUAL

1. Does the Grantee have written policies or procedures addressing use of contractors and/or subcontractors? **N/A**
2. Were any sub-contractors paid from the MDH grant required to sign a contractual agreement outlining services to be rendered, duration of engagement, and pay rate?
3. Was the contractual agreement(s) reviewed and approved by MDH before implementation?

PERSONNEL POLICIES, PROCEDURES AND PRACTICES OF THE GRANTEE

1. Are time distribution records (e.g., time-sheets) maintained to show how employees who are funded through, or contributed in kind to, the MDH grant and who work on multiple projects/programs spend their time?

The time sheet model on the EXCEL spreadsheet that was sent was discussed as a model of necessary information that would need to be detailed for all time/staff records.

GRANTEE MONITORING

2. Do personnel and/or payroll records show dates of hire/termination, immigration status if applicable, actual hours of time worked, leave time, federal and state programs worked on, and earning for all employees who are funded through, or contributed in kind, to the MDH grant?

This grantee has been mindful of all information that must be recorded for their payroll records. This information was reviewed at the site visit.

3. Does the Grantee have policies and procedures in writing regarding:

- Payroll? YES
- Travel? YES
- Overtime? YES
- Timesheets? YES
- Taxes? YES
- Purchasing? YES
- Compensated time off? YES

4. Are employees time sheets approved? YES

By whom (what position)? The Director

By the Executive Director? YES

5. Does the Grantee's payroll preparation and distribution involve more than one employee? YES

6. Does an authorized official approve all checks before being signed? YES

GRANTEE MONITORING

Additional Comments:

This grantee has a number of part-time positions and it would be prudent for their business manager and Executive Director to detail all payroll and staffing hours according to the recommended MDH information.

GRANTEE MONITORING

PROGRAMMATIC QUESTIONS

Please use this space to answer all questions.

Program History

- When was your program started? Why was it started?
Health Resources started with pregnancy testing in 1983. In 2005 STI testing and the education program was started. It was started to meet a need in the community of Fergus Falls where pregnant women could go to get resources, referrals and support services for them and their child.
- What need does your program fulfill?
HRC meets the needs of our community as we are the only FREE location with an extensive Education Program in a one on one format that provides Education tailored to the unique needs of the mom. We also offer a wealth of resources, referrals and material goods that help support the pregnant mom and baby.
- How has the program grown or changed since its beginning?
The program has changed extensively since the beginning. Medical services have grown from only providing pregnancy testing to Ultrasound services in the first trimester, STI testing and treatment, FREE prenatal vitamins, a broad range of topics the mom can choose to study from Pregnancy to Toddler topics, Licensed nurses from which to receive medical services and education, a large store from which the client can receive material needs for themselves and their baby. We also now have a second location in Detroit Lakes MN.

Grantee's Target population

- Who does the organization primarily serve?
The organization primarily services single women in their early 20s. Our demographic ranges however from ages 14-40+, both male and female clients.
- What is the program's demographic and geographic coverage?
We serve clients from 5 surrounding counties and 9 cities. Our demographic ranges from ages 14-40.
- Review recent Demographic reporting. Recent demographic reporting demonstrates that this grantee is reaching and surpassing the number of clients their application stated.

Leadership and Governance

- Effective Board: How many board members currently serve, who are they?

GRANTEE MONITORING

6 members of the Board; Eric Rasmussen, Youth Pastor; Rich Iverson, Pastor; Christine Uggerud, Stay at home mom; LaWayne Rogness, Financial Officer for LBC; Matthew Olsen, Lawyer for OtterTail Power

- How often do they meet? How are they informed of organization's progress and challenges?

The Board meets every other month. They are informed regularly through email communications, face to face communication with Chairman and Director and Director Reports given at Board mtgs.

- How supportive is the Board of the program?

Very supportive and very involved.

- How is the program staffed? Who is responsible for the supervision of grant staff?

The program is staffed with Licensed Nurses, Educators and (soon to be) Learning Coaches. The Director is responsible for the supervision of Grant Staff.

- How are staff evaluated on their performance? How long have PA staff been employed there?

The staff are formally evaluated on a semi-annual basis. Nurse Manager: 6 years, Director 4 years, Grant Manager 4 years, Educator 4 years, DL Director 7 years, Office Manager 1 year, Nurse 1 year, Office Administrator, > 1 year

- How are staff background checks done?

Background checks are completed upon hire through the MN BGCA

- What is your organization's policy on complaints for staff and clients?

Policy is that complaints are directly brought to the attention of the Director. If the complaint is about the Director than the Nurse Manager then steps in to deal with the complaint.

Budget

- Does the current budget reflect your work plan activities?

YES

- Is the budget accurate for the project size/scope?

YES

- Do you have any challenges with the budget or invoicing?

NO

- Has your Financial Reconciliation taken place?

Not at this time.

GRANTEE MONITORING

- If you have an elevated risk designation, and/ or your Financial Reconciliation report cited any concerns, these will be discussed.

This grantee has been designated as a medium risk as a part of the MDH due diligence report because the amount of their Positive Alternative funding as compared to their total budget is at a higher ratio than is recommended.

Review Work Plan including:

Partners

- If applicable: how are people referred to the program? Are there any barriers encountered with referral sources? What is your most common referral source?
We partner with other local agencies such as the local clinic. We provide information at the prenatal appointments as well as the take home bags after baby is born. We also partner with WIC, MAHUBE OTWA, Nurse Family Partnership, Local School Nurse, United Way, Salvation Army, Someplace Safe, and the Workforce Center. Our information is provided to them to give to their respective clients. Our most common referral sources are the Local Hospital and WIC.
- Challenges with partners or specific counties?
None.

Work Plan

- Review your 2016 – 19 grant application's description of the program you are asking to be funded. On your work plan note the services and activities you said you would provide and the number of clients you would serve.
- **Prepare a short summary of your current program(s) and the number of clients being served.** In an effort to promote healthy positive pregnancy outcomes, we continue to provide pregnancy testing, first trimester ultrasound and prenatal vitamins. In addition to those medical services we provide education services as well focusing on healthy pregnancy and parenting education. Specific examples of education lessons include "Shaken Baby", "Sleep Safety", "Car Seat Safety", and "Benefits of Breastfeeding". We also have education on Developmental Milestones. Our client numbers current are on track to meet program goals.
- How does what you describe in the application compare with what you are currently providing? Our application and services provided align, with the exception of Life Coaching which is in process. Have any programs and/or activities or services been added or removed? No. Have the number of clients being served per

GRANTEE MONITORING

quarter decreased or increased since June 2016? Our quarterly numbers appear to be on track with our stated goals. Is there anything in particular you want to share about your current program to explain its current status?

- Do you anticipate making any changes to the 2017-18 Work Plan? If so, in what way and for what reasons? None anticipated. We will continue to implement Life Coaching as our newest program.

Participants:

- What type of outreach does the organization put into action? The education staff work with the nurses to make quarterly contact with outside agencies. The staff also have specific follow up protocols in place to make systematic and consistent contact with clients. What is working well? We have found that Google Voice texting works really well to contact clients. For example, contacting clients through a phone call often goes unanswered. Texting however has shown a high rate of response. What are more the challenging aspects to finding or retaining clients? Clients often come to meet a material need at first. Sometimes, these clients after this need is met do not see a “need” for education or return visits. Often after clients have their baby, their schedule is such that they are unable to make routine visits to HRC.

Data:

- How is program data collected and by whom? New intakes are inputted by the Office Manager. Each educator after a client visit, adds visit information and follow up notes. Is data collected useful to agency? We are in the process of streamlining our data to determine if our current software program is useful and benefiting to HRC in making informed decisions about clients.
- Anything we can do to help or simplify data collection? I don’t think so at this time.

Review Evaluation

- Your 2015-16 Evaluation Report Summary will be discussed (If you were a past grantee). No questions were asked about their recently sent Evaluation Report Summary.
- Your 2016-17 Evaluation Plan will be reviewed. Any suggestions provided in your 2015-16 Report Summary should be included in the plan, if you are continuing a similar evaluation. If you are planning a new evaluation, details will be discussed. Do you have any questions on your

GRANTEE MONITORING

evaluation? None at this time. The grantee will be conducting their new 2016-17 Evaluation project on their safe sleep program.

Miscellaneous

- Anything else you would like to share? Not at this time.
- Anything else we haven't asked? No

What can we do to help?

- Trainings and Grantee meetings useful for grantee? Yes. Any topic suggestions? It would be nice to have a Grantee meeting dedicated SOLELY to the Grant and its various aspects. This would help beginners have a holistic view of the Grant as well as allow for time to get into the 'nitty gritty' details.
- Feedback or suggestions for the state? None at this time.
- Is there any way MDH can assist you to better equip your success in the Positive Alternatives Grant Program? The new director asked for a copy of the summer PowerPoint webinar that was held in July. She also asked for a copy of the EXCEL staff salary documentation example for her records.

GRANTEE MONITORING

Summary:

Health Resources Life Care Center has been a long time Positive Alternative grantee. The Positive Alternative grant has allowed the organization to expand the programs and services they are able to offer from the initial pregnancy testing offered in 1983 to currently offering a variety of pregnancy and parenting education programs to offering medical services including ultrasound and STI testing. A new grant funded program will include life coaching when staff are able to complete the training. Plans are currently for a spring 2017 launch of the life coaching program. The grantee has had some staff changes in the last year including the appointment of a new Executive Director. The past Executive Director will be offering her services to continue to manage the Positive Alternatives grant management on a part time basis moving forward. Another change in this grant cycle is the opening of a new satellite office in Detroit Lakes that will be opened with part time hours to start.

The grantee's board is described as a policy board and supportive of all staffing programs. Board development was discussed and the Minnesota Council of Nonprofits website was recommended as an informative site for information and training.

Health Resources Life Care Center has been a responsible and enthusiastic Positive Alternatives grantee. I look forward to our continuing partnership with this grantee as a part of the Positive Alternatives grant program.

Date: October 31, 2016

Grant Manager: Mary Ottman